



Virginia Hastings
Executive Director

ICEMA ensures an effective system of quality patient care and coordinated emergency medical response by planning, implementing and evaluating an effective emergency medical services system including fire department and public ambulances, pre-hospital providers and hospitals, including specialty care hospitals, such as trauma and cardiac care hospitals.



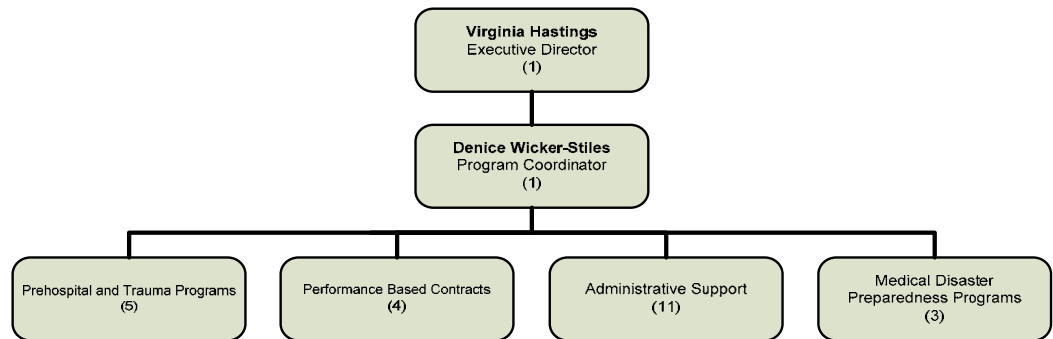
GOALS

ENSURE THAT THE MOST EFFECTIVE EMERGENCY MEDICAL SERVICES ARE DELIVERED TO THE RESIDENTS OF SAN BERNARDINO COUNTY

IMPLEMENT AN EMERGENCY MEDICAL SERVICES AUTHORITY QUALITY IMPROVEMENT PLAN

INLAND COUNTIES EMERGENCY MEDICAL AGENCY

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Inland Counties Emergency Medical Agency (ICEMA) is the local Emergency Medical Services (EMS) Agency for the Counties of San Bernardino, Inyo, and Mono.

Generally, ICEMA's activities are grouped into three programs; Pre-Hospital and Trauma Care, Performance Based Contracts, and Medical Disaster Preparedness, including the Hospital Preparedness Program. The ICEMA Medical Director provides medical control and oversight to all EMS personnel.

ICEMA provides outstanding service to all customers by providing quality customer service, certification and accreditation of Emergency Medical Technicians (EMT's), Emergency Medical Technicians- Paramedics (EMT-P's), and Mobile Intensive Care Nurses (MICN's). ICEMA is responsible for all pre-hospital patient care protocols, education, and materials for paramedics, hospitals, and educators, ambulance response time monitoring, inspections and permitting, and disaster planning for hospitals and the citizens of the County of San Bernardino. Additionally, ICEMA establishes criteria for policy and procedures for adult and pediatric trauma centers, and cardiac care hospitals. By meeting these objectives, ICEMA fulfills its medical oversight responsibility and legal requirements to the Counties of San Bernardino, Inyo, and Mono.

2009-10 SUMMARY OF BUDGET UNITS

	<u>Appropriation</u>	<u>Revenue</u>	<u>Fund Balance</u>	<u>Staffing</u>
<u>Special Revenue Fund</u>				
ICEMA	3,706,887	3,206,887	500,000	25

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ENSURE THAT THE MOST EFFECTIVE EMERGENCY SERVICES ARE DELIVERED TO THE RESIDENTS OF SAN BERNARDINO COUNTY.

Objective A: Designate Cardiac Care Hospitals to allow paramedics to transport cardiac patients directly to the CCH's in order to access the services of cardiologists in a timelier manner.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Increase in number of Cardiac Care Hospitals designated in the Inland Counties Emergency Medical Agency jurisdiction.	N/A	4	2	1	1
1B. Percentage of 911 transports reviewed to ensure that patients are being transported to designated CCH's in a timely manner.	N/A	100%	100%	100%	100%

Status

1A. In 2008-09, ICEMA established implementation of Cardiac Care Hospitals (CCHs) as one of its objectives. During that year, ICEMA designated Loma Linda University Medical Center, San Antonio Community Hospital, St. Mary's Medical Center and Pomona Valley Hospital Medical Center as Cardiac Care Hospitals. In 2009-10 ICEMA is working to designate two additional hospitals as Cardiac Care Hospitals, increasing the number of hospitals to six. For 2010-11 ICEMA plans to add one more hospital to this designation specialty, which would increase the number of Cardiac Care Hospitals to seven.

2B. In addition, ICEMA measured the percentage of 911 transports reviewed, to ensure that patients are being transported to designated CCH's in a timely manner. In 2008-09 ICEMA has exceeded the set goal by reaching one-hundred percent (100%) review of 911 of Cardiac Care Hospital patient transports reviewed. In 2009-10 ICEMA continues to reach its 100% review of transport reviews. ICEMA intends to maintain this same level for 2010-11.

GOAL 2: IMPLEMENT AN EMERGENCY MEDICAL SERVICES AUTHORITY QUALITY IMPROVEMENT PLAN.

Objective A: Adapt and implement a medically sound and current Quality Improvement Plan within the ICEMA Region

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Number of Quality Improvement audit filters for system review and improvement.	N/A	N/A	5	5	5
2B. Number of educational programs implemented to address system Quality Improvement issues identified through a strong, standardized Quality Improvement program.	N/A	N/A	2	2	2

Status

2A. For 2009-10, ICEMA adapted and implemented the Emergency Medical Services Authority's (EMSA) new Quality Improvement Plan and reached the target of five audit filters of system review and improvement. In 2010-11 ICEMA continues to target five more audit filters of system review.

2008-09 ACCOMPLISHMENTS

- ❖ Established 4 Cardiac Care Centers in San Bernardino County
- ❖ Reviewed 100% of 911 cardiac related phone calls
- ❖ All 18 acute care hospitals are now participating in the Hospital Preparedness Program



2B. In 2009-10 ICEMA has met the target of two educational programs implemented to address system quality improvement issues identified through a strong standardized quality improvement program. In 2010-11 ICEMA is targeting two more educational programs implemented to address system quality improvement issues identified through a strong standardized quality improvement program to improve our educational programs.

2010-11 REQUESTS FOR GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2009-10.

2010-11 PROPOSED FEE/RATE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST	SERVICE IMPACTS
1. ICEMA is proposing new fees for certain permitting and certification activities.	Increasing the recommended fees will allow ICEMA to fully cover all costs associated with the specific activities.

If there are questions about this business plan, please contact Virginia Hastings, Executive Director, at (909) 388-5830.

